Substantive corrections — 174 then 53

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Two quarters, measured cause · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **The figure the agent publishes about itself is published by the agent**, with its cause and the correction that followed. **No correction took place after a member had been notified.**

The two quarters

Quarter	Outputs	Substantive corrections	Rate
First	6,200	**174**	**2.8 %**
Second, after the templates were revised	5,900	**53**	**0.9 %**

The cause, measured

Origin	Volume	Nature

Your internal instructions changed: five templates were still serving the previous version	**109**	A document no longer needed but still requested, a reference period that changed, the name of a service that has merged
Situations with no precedent in eight years of files	**65**	**Multiple activities, a holding straddling two counties, a seasonal worker registered elsewhere during the year**

This was not a drafting error: the agent was faithfully reusing a template that had aged. **Each template now carries the governing instruction and its date**, and any new instruction triggers the rewriting of the template concerned **within 24 hours.**

The rule that holds the rest

Situation	What is done	Result for the quarter
A value not read	**It is not written: it is asked for, with the request already drafted to its addressee**	**418 missing values, 418 requests prepared, 377 answers within 8 days**
An untraceable period	Never becomes “presumably continuous”	The file states what is missing and who holds it

Protecting the caseworkers' signature

Indicator	Two quarters
Outputs approved by a person	**12,100 out of 12,100**
Corrections made before notification	**227 out of 227 — none after**

> **Of the 53 corrections of the second quarter, 44 already fell within one of the 14 new templates**: the same correction as the one on aged templates, taken one notch further.

To be settled by the fund

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Caseworker responsible for reading the 14 new templates: _____

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